

### Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

### Listing of Claims:

1. (Currently amended) A method in a data processing system for managing software, the method comprising:

identifying that a problem has occurred in a program that is in the client computer system;  
responsive to identifying the problem, initiating, by a user of the client computer system, an agent that executes within the client computer system;  
associating a problem identifier with the problem;  
taking diagnostic steps, by the user, to diagnose the problem;  
automatically recording, by the agent into a script in the client computer system, the diagnostic steps as the diagnostic steps are taken by the user, the user not taking any action to have the diagnostic steps recorded;  
storing the problem identifier in the script;  
indicating, by the user to the agent, that the problem has been diagnosed;  
taking correction steps, by the user, to fix the problem;  
automatically recording, by the agent into the script, the correction steps as the correction steps are taken by the user, the user not taking any action to have the correction steps recorded;  
providing, by the user to the agent, an input to indicate whether the correction steps corrected the problem;  
responsive to the correction steps correcting the problem:  
automatically sending, by the agent, a solution to a server computer system, the solution including the correction steps and the problem identifier;  
responsive to the server computer system receiving the solution, searching, by the server computer system, a rules database that is included in the server computer system for a stored solution that includes the problem identifier;  
in response to locating the stored solution in the rules database in the server computer system, determining whether the stored solution includes stored correction steps that are the same as said correction steps;  
in response to the stored correction steps being different from the correction steps, identifying differences between the stored correction steps and the correction steps, and notifying a server computer system administrator about the differences; and

responsive to the administrator approving an update, updating the stored solution to include said correction steps to form a second stored solution.  
receiving a solution to a problem with a program on a client data processing system, wherein the solution includes a process created while solving the problem on the client data processing system and wherein the process is executable on another client data processing system;  
selectively updating a database to reflect the solution; and  
distributing the solution to the another client data processing system.

2. (Currently amended) The method of claim 1, further comprising:  
said correction steps that are taken to fix the problem including:  
identifying a patch that is necessary in order to fix the problem; and  
obtaining, by the client computer system from a software database that is included in the server computer system, the patch.

wherein the distributing step is initiated in response to a request for a solution to the problem in the program from a requestor on the another client data processing system.

3. (Currently amended) The method of claim 1, further comprising:  
connecting, by a second agent in a second client computer system, to said server computer system;  
obtaining, by said second agent, updates to a rules database, which is included in said second client computer system;  
said updates including said second stored solution;  
in response to an occurrence of said problem in said second client computer system, using said second stored solution from said rules database in said second client computer system to fix said problem in said second client computer system.  
wherein the solution further includes a set of changes made on the client data processing system.

4. (Currently amended) The method of claim 1 [[3]], further comprising:  
updating the stored solution to form a second stored solution by removing steps from said stored correction steps and adding steps to said stored solution steps.  
wherein the process is recorded as a script, wherein the script may be played in another data processing system to fix an instance of the program located on the another data processing system.

5. (Canceled)

6. (Currently amended) The method of claim 1, wherein the correction steps include process ~~includes~~ at least one of changing configuration parameters, replacing a dynamic link library, replacing an executable file, and installing a patch.

7-9. (Canceled)

10. (Currently amended) The method of claim 1 ~~[[9]]~~, further comprising:

~~wherein the updating step further comprises:~~

in response to not locating a stored solution in the rules database in the server computer system that includes the problem identifier, saving the solution in the rules database in the server computer system.

~~responsive to the current solution being absent from the database, saving the received solution as the current solution to the problem.~~

11-13. (Canceled)

14. (Currently amended) A data processing system for managing software, the data processing system comprising:

identifying means for identifying that a problem has occurred in a program that is in the client computer system;

responsive to identifying the problem, initiating means for initiating, by a user of the client computer system, an agent that executes within the client computer system;

a problem identifier that is associated with the problem;

diagnostic steps, taken by the user, to diagnose the problem;

the agent in the client computer system automatically recording the diagnostic steps into a script in the client database as the diagnostic steps are taken by the user, the user not taking any action to have the diagnostic steps recorded;

the script for storing the problem identifier;

indicating means for initiating, by the user to the agent, that the problem has been diagnosed;

correction steps, taken by the user, to fix the problem;

the agent automatically recording the correction steps into the script as the correction steps are taken by the user, the user not taking any action to have the correction steps recorded;

providing means for providing, by the user to the agent, an input to indicate whether the correction steps corrected the problem;

responsive to the correction steps correcting the problem;

the agent automatically sending a solution to a server computer system, the solution including the correction steps and the problem identifier;

responsive to the server computer system receiving the solution, the server computer system searching a rules database that is included in the server computer system for a stored solution that includes the problem identifier;

in response to locating the stored solution in the rules database in the server computer system, determining means for determining whether the stored solution includes stored correction steps that are the same as said correction steps;

in response to the stored correction steps being different from the correction steps, identifying means for identifying differences between the stored correction steps and the correction steps, and notifying means for notifying a server computer system administrator about the differences; and

responsive to the administrator approving an update, updating means for updating the stored solution to include said correction steps to form a second stored solution.

receiving means for receiving a solution to a problem with a program on a client data processing system, wherein the solution includes a process created while solving the problem on the client data processing system and wherein the process is executable on another client data processing system;

updating means for selectively updating a database to reflect the solution; and

distributing means for distributing the solution to another client data processing system.

15. (Currently amended) The data processing system of claim 14, further comprising:  
said correction steps that are taken to fix the problem including:  
identifying means for identifying a patch that is necessary in order to fix the problem; and  
the client computer system obtaining, from a software database that is included in the server computer system, the patch.  
wherein the solution further includes a set of changes made on the client data processing system;

16. (Currently amended) The data processing system of claim 14 [[15]], further comprising:  
in response to not locating a stored solution in the rules database in the server computer system  
that includes the problem identifier, saving means for saving the solution in the rules database in the  
server computer system,  
wherein the process is recorded as a script, wherein the script may be played in another data processing  
system to fix an instance of the program located on the another data processing system.
17. (Currently amended) The data processing system of claim 14 [[15]], further comprising:  
a second agent in a second client computer system connecting to said server computer system;  
said second agent obtaining updates to a rules database, which is included in said second client  
computer system;  
said updates including said second stored solution;  
in response to an occurrence of said problem in said second client computer system, using  
means for using said second stored solution from said rules database in said second client computer  
system to fix said problem in said second client computer system,  
wherein the script is for a set of steps performed by a technician on the client data processing system to  
solve the problem with the program.
18. (Currently amended) The data processing system of claim 14, wherein the correction steps  
include solution includes at least one of changing configuration parameters, replacing a dynamic link  
library, replacing an executable file, and installing a patch.
19. (Currently amended) A computer program product that is stored in a computer readable  
medium for managing software, the computer program product comprising:  
instructions for identifying that a problem has occurred in a program that is in the client  
computer system;  
responsive to identifying the problem, instructions for initiating, by a user of the client  
computer system, an agent that executes within the client computer system;  
instructions for associating a problem identifier with the problem;  
instructions for taking diagnostic steps, by the user, to diagnose the problem;  
instructions for automatically recording, by the agent into a script in the client computer  
system, the diagnostic steps as the diagnostic steps are taken by the user, the user not taking any action  
to have the diagnostic steps recorded;

instructions for storing the problem identifier in the script;  
instructions for indicating, by the user to the agent, that the problem has been diagnosed;  
instructions for taking correction steps, by the user, to fix the problem;  
instructions for automatically recording, by the agent into the script, the correction steps as the  
correction steps are taken by the user, the user not taking any action to have the correction steps  
recorded;  
instructions for providing, by the user to the agent, an input to indicate whether the correction  
steps corrected the problem;  
responsive to the correction steps correcting the problem;  
instructions for automatically sending, by the agent, a solution to a server computer  
system, the solution including the correction steps and the problem identifier;  
responsive to the server computer system receiving the solution, instructions for  
searching, by the server computer system, a rules database that is included in the server  
computer system for a stored solution that includes the problem identifier;  
in response to locating the stored solution in the rules database in the server computer  
system, instructions for determining whether the stored solution includes stored correction steps  
that are the same as said correction steps;  
in response to the stored correction steps being different from the correction steps,  
instructions for identifying differences between the stored correction steps and the correction  
steps, and instructions for notifying a server computer system administrator about the  
differences; and  
responsive to the administrator approving an update, instructions for updating the  
stored solution to include said correction steps to form a second stored solution.  
first instructions for receiving a solution to a problem with a program on a client data  
processing system, wherein the solution includes a process created while solving the problem on the  
client data processing system and wherein the process is executable on another client data processing  
system;  
second instructions for selectively updating a database to reflect the solution; and  
third instructions for distributing the solution to another client data processing system.

20. (Currently amended) The computer program product of claim 19, further comprising:  
said correction steps that are taken to fix the problem including:  
instructions for identifying a patch that is necessary in order to fix the problem; and

instructions for obtaining, by the client computer system from a software database that is included in the server computer system, the patch.  
~~wherein the solution further includes a set of changes made on the client data processing system.~~

21. (Currently amended) The computer program product of claim 19 [[20]], further comprising:  
instructions for connecting, by a second agent in a second client computer system, to said server computer system;

instructions for obtaining, by said second agent, updates to a rules database, which is included in said second client computer system;

said updates that including said second stored solution;

in response to an occurrence of said problem in said second client computer system,  
instructions for using said second stored solution from said rules database in said second client computer system to fix said problem in said second client computer system.

~~wherein the process is recorded as a script, wherein the script may be played in another data processing system to fix an instance of the program located on the another data processing system.~~

22. (Currently amended) The computer program product of claim 19 [[20]], further comprising:  
instructions for updating the stored solution to form a second stored solution by removing steps from said stored correction steps and adding steps to said stored solution steps.

~~wherein the script is for a set of steps performed by a technician on the client data processing system to solve the problem with the program.~~

23. (Currently amended) The computer program product of claim 19, wherein the correction steps include ~~solution includes~~ at least one of changing configuration parameters, replacing a dynamic link library, replacing an executable file, and installing a patch.

24. (Currently amended) The computer program product of claim 19, further comprising:  
in response to not locating a stored solution in the rules database in the server computer system that includes the problem identifier, instructions for saving the solution in the rules database in the server computer system.  
~~wherein the solution is received from an agent process on a client data processing system.~~